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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME

Affordable Phone Services, Inc

QUARTER / YEAR

3rd / 2009

Month:	July	Aug	Sept
Number of Customer Access Lines	5980	7531	7122
Trouble Reports / Access Line (%)	323/5.4%	456/6.1%	580/8.1%
Customer Out of Service Clearing Times (%)	93.8%	92.9%	92.1%
New Installs Completed w/in 5 Days (%)	94.5%	94.2%	94.7%
Commitments Fulfilled (%)	97.0%	96.2%	95.3%

Comments / Explanations: Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offer long distance for free to our lifeline customers.

Person Making Report / Contact Information: Jenny Rohr/ Jrohr@htcoffl.com